



Army Benefits Center - Civilian

SWCPOC at Fort Riley, Kansas

ABC-C News

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To reach the ABC-C: <https://www.abc.army.mil> or 1-877-276-9287 -- (TDD 1-877-276-9833)

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Chief, Army Benefits Center-Civilian

What Happens After You Submit Your Retirement Application?

Once you submit your retirement application to the ABC-C, several things happen to ensure your application is processed quickly and efficiently. Processing steps are briefly outlined below:



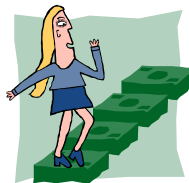
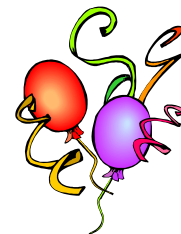
- First, basic information is entered into a local database so that we can track the progress of the retirement action. Applications are worked in the order they are received and by effective date.
- A preliminary review is done to make sure the application packet is complete.
- We will then send you a letter telling you that we have received your packet. At this step, we will also request any additional or corrected documents that may be needed.
- Your Official Personnel File (OPF) will be requested from your servicing CPOC. A thorough review will be done and a statement of service is prepared to verify your eligibility for retirement.



- Another review will be done to start the final processing. If additional information is required, you will be notified.
- An ABC-C specialist will then contact you to provide the final retirement counseling.
- Your original retirement application will then be forwarded to the payroll office within five

working days of the effective date of your retirement.

- The ABC-C will continue to monitor your application packet to ensure that it moves along the processing steps.
- A congratulatory letter will be sent to you within one week following the effective date of your retirement along with a copy of the completed retirement packet and copies of the SF 2819, SF 2821, and retirement SF 50.
- The payroll office will ensure the retirement action is forwarded to the Office of Personnel Management (OPM).
- OPM will set up interim retirement payments (generally about 80% of the estimate). At this time, you will also be provided a Civil Service Annuity (CSA) number to use when you need to contact OPM regarding your retirement.
- Once the packet has been reviewed and approved by OPM, you will receive a final statement that will show your annuity payment and deductions.



The processing of a retirement application is a lengthy and tedious process. Each step, however, is necessary to ensure that no undue delays are encountered.



Are you thinking about retirement?

Please take time to review your Official Personnel File (OPF). To do this, contact your servicing Civilian Personnel Advisory Center (CPAC)



When Should Employees Contact The ABC-C?

The concept of the ABC-C is to provide one centralized personnel office where employees can complete their own benefits transactions and process retirements. Employees can process their transactions either on the ABC-C website or by using the Interactive Voice Response System (IVRS).

We recognize that sometimes it becomes necessary to speak with a counselor regarding your benefits. Below are some of the common reasons when you may need to use IVRS to speak with an ABC-C counselor.



- . . . when you are unable to complete a transaction on the website (TSP, FEHB, FEGLI);
- . . . when you are unable to cancel an action that you realize is not correct after you review it in the pending area;
- . . . when you encounter errors when creating transactions on the web or phone systems;
- . . . when your transaction appears to have processed correctly but it is not reflected on your LES. If you created the transaction through the ABC-C, we can research it and work with payroll to resolve it;
- . . . when your FEHB transaction appears to have processed correctly, but you have not received your new insurance cards within four weeks of making your new election. We can

verify if the carrier has received your transaction electronically;

- . . . when you have benefits or retirement questions that you cannot get answered by using other resources.

Please keep in mind that counselors will not process transactions for you, but they will assist you in completing your own transactions.



Counselors are available to answer your questions between 6:00 a.m. and 6:00 p.m. CST.

**You can call from anywhere on any telephone and reach a counselor.
1-877-276-9287 (CONUS)
web: <https://www.abc.army.mil>.**



ABC-C Telephone Numbers - Overseas

Belgium	0800-78245
Germany	0800-1010282
Italy	800-780821
Japan	00531-1-20378
Korea	00798-14-80004766
Netherlands	0800-0232739
Saudi Arabia	1-877-276-9287
United Kingdom	08-000857723

ABC-C is a Division of SWCPOC, at Fort Riley KS

Send comments or suggestions to:

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